

## HEALTHSPRING OF TENNESSEE, INC.

Issued their certificate of authority on 1/19/95

Changed the name from HealthNet HMO, Inc. to HealthSpring, Inc. on 9/28/01

added of Tennessee to the name 12/29/2005

### ADDRESS:

44 Vantage Way, Suite 300 - Nashville, TN 37228-1550 - (615) 291-7000

### WEBSITE ADDRESS:

[www.myhealthspring.com](http://www.myhealthspring.com)

### Service Area by County

**West Tennessee Area:** Fayette, Humphreys, Shelby, Stewart, Tipton and Wayne  
**Middle Tennessee Area:** Bedford, Cannon, Cheatham, Coffee, Davidson, DeKalb, Dickson, Franklin, Hickman, Lawrence, Lewis, Macon, Marshall, Maury, Montgomery, Moore, Robertson, Rutherford, Smith, Sumner, Trousdale, Warren, Williamson, and Wilson  
**East Tennessee Area:** Bradley, Hamilton, Grundy, and Marion

**Please note: We do not have the authority to Approve or Disapprove Medicare Advantage Service Areas. The areas listed above are for Commercial products, not Medicare Advantage Products.**

The Independent Review Organization for this HMO is KPMG Peat Marwick.

	Number Requested	Resolved in favor of member	Resolved in favor of HMO
<b>IRO APPEALS</b>			
year ending 12/31/2007	0	0	0
year ending 12/31/2006	0	0	0
year ending 12/31/2005	0	0	0
year ending 12/31/2004	23	13	12
year ending 12/31/2003	22	18	4
year ending 12/31/2002	0	0	0
year ending 12/31/2001	0	0	0
year ending 12/31/2000	0	0	0
year ending 12/31/1999	0	0	0

### HealthSpring Customer Service

If you have a complaint about your HealthSpring HMO, please call 1-800-881-9466 or 615-291-7022

## HMO GRIEVANCE STATISTICS

### NUMBER OF GRIEVANCES/INQUIRIES FOR 2007

of the grievances reported **58%** were resolved successfully  
of the grievances reported **42%** were resolved adversely

CATEGORY	Number of Inquiries to the HMO	Number of written grievances	Number of resolved grievances	Number of adverse decisions	Number of successful resolutions
1) availability/delivery of service	4046	0	0	0	0
2) claim payment/amount of payment	24543	176	176	70	106
3) contract terms and conditions	16181	148	148	66	82
4) other	6807	9	9	4	5
<b>TOTAL</b>	<b>51577</b>	<b>333</b>	<b>333</b>	<b>140</b>	<b>193</b>

### NUMBER OF GRIEVANCES/INQUIRIES FOR 2006

of the grievances reported **85.1%** were resolved successfully  
of the grievances reported **14.9%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	7957	0	0	0	0
2) claim payment/amount of payment	26568	382	382	39	343
3) contract terms and conditions	25068	39	39	21	18
4) other	11455	10	10	4	6
<b>TOTAL</b>	<b>71048</b>	<b>431</b>	<b>431</b>	<b>64</b>	<b>367</b>

#### **NUMBER OF GRIEVANCES/INQUIRIES FOR 2005**

of the grievances reported **90%** were resolved successfully  
of the grievances reported **10%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	3901	0	0	0	0
2) claim payment/amount of payment	7244	428	427	42	385
3) contract terms and conditions	20757	0	0	0	0
4) other	15835	5	5	0	5
<b>TOTAL</b>	<b>47737</b>	<b>433</b>	<b>432</b>	<b>42</b>	<b>390</b>

#### **NUMBER OF GRIEVANCES/INQUIRIES FOR 2004**

of the grievances reported **80%** were resolved successfully  
of the grievances reported **20%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	3674	0	0	0	0
2) claim payment/amount of payment	5708	82	82	1	81
3) contract terms and conditions	9230	153	153	41	112
4) other	0	15	15	7	8
<b>TOTAL</b>	<b>18612</b>	<b>250</b>	<b>250</b>	<b>49</b>	<b>201</b>

#### **NUMBER OF GRIEVANCES/INQUIRIES FOR 2003**

of the grievances reported **81%** were resolved successfully  
of the grievances reported **19%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	1214	0	0	0	0
2) claim payment/amount of payment	2292	225	225	75	150
3) contract terms and conditions	7711	30	30	23	7
4) other	0	0	0	0	0
<b>TOTAL</b>	<b>11217</b>	<b>255</b>	<b>255</b>	<b>98</b>	<b>157</b>

#### **NUMBER OF GRIEVANCES/INQUIRIES FOR 2002**

of the grievances reported **62%** were resolved successfully  
of the grievances reported **38%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	292	0	0	0	0
2) claim payment/amount of payment	329	342	342	85	257
3) contract terms and conditions	3796	0	0	0	0
4) other	0	0	0	0	0
<b>TOTAL</b>	<b>4417</b>	<b>342</b>	<b>342</b>	<b>85</b>	<b>257</b>

#### **NUMBER OF GRIEVANCES/INQUIRIES FOR 2001**

of the grievances reported **75%** were resolved successfully

of the grievances reported **25%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	292	0	0	0	0
2) claim payment/amount of payment	329	342	342	85	257
3) contract terms and conditions	3796	0	0	0	0
4) other	0	0	0	0	0
<b>TOTAL</b>	<b>4417</b>	<b>342</b>	<b>342</b>	<b>85</b>	<b>257</b>

#### NUMBER OF GRIEVANCES/INQUIRIES FOR 2000

of the grievances reported **75%** were resolved successfully  
of the grievances reported **25%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	1303	0	0	0	0
2) claim payment/amount of payment	11917	251	251	69	182
3) contract terms and conditions	514	0	0	0	0
4) other	0	0	0	0	0
<b>TOTAL</b>	<b>13734</b>	<b>251</b>	<b>251</b>	<b>69</b>	<b>182</b>

#### NUMBER OF GRIEVANCES/INQUIRIES FOR 1999

of the grievances reported **77%** were resolved successfully  
of the grievances reported **22%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	2,506	0	0	0	0
2) claim payment/amount of payment	19,397	613	610	105	500
3) contract terms and conditions	26,612	78	77	44	33
4) other	4,024	8	5	3	0
<b>TOTAL</b>	<b>52,539</b>	<b>699</b>	<b>692</b>	<b>152</b>	<b>533</b>

#### 1998 GRIEVANCES/INQUIRIES

of the grievances reported **86%** were resolved successfully  
of the grievances reported **14%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	340	0	0	0	0
2) claim payment/amount of payment	747	169	169	26	143
3) contract terms and conditions	1762	638	638	88	550
4) other	56	12	12	1	11
<b>TOTAL</b>	<b>2905</b>	<b>819</b>	<b>819</b>	<b>115</b>	<b>704</b>

**Please Note:** an adverse decision indicates a decision against a member, not that the HMO was incorrect  
a succesful resolution means the grievance was resolved to the members satisfaction

## 13 YEAR MEMBER ENROLLMENT STATISTICS

<b>Year</b>	<b>Individual Members</b>	<b>Medicare members</b>	<b>Group members</b>	<b>Number groups</b>	<b>TOTAL members</b>	<b>Average Annual</b>
ending 12/31/07	0	50,506	12,292	86	62,798	20,961
ending 12/31/06	0	46,127	29,084	171	75,211	25,127
ending 12/31/05	0	42,878	29,859	299	72,737	65,443
ending 12/31/04	0	29,862	32,139	390	62,001	60,573
ending 12/31/03	1	25,772	32,667	291	58,440	56,220

ending 12/31/02	0	22,964	30,421	269	53,385	50,349
ending 12/31/01	4	17,471	22,947	250	40,418	37,949
ending 12/31/00	0	12,284	22,555	222	34,839	
ending 12/31/99	0	7,712	24,298	236	32,010	31,023
ending 12/31/98	0	5,542	24,290	281	29,832	29,832
ending 12/31/97	9	2,834	24,357	318	27,200	28,936
ending 12/31/96	0	0	12,638	226	12,638	9,657
ending 12/31/95	0	0	2,046	35	2,046	1,247
ending 12/31/94	0	0	0	0	0	0